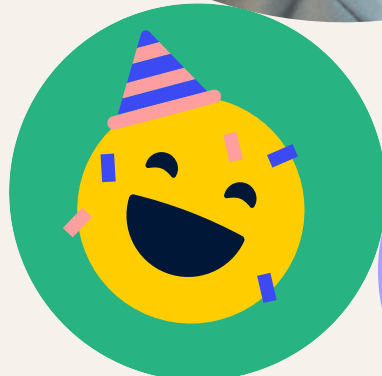


A year  
in review



We provided a safe place to chat anonymously and find support.

#### YOUNG PEOPLE CHECKED IN

Our ReachOut Online Community **was a safe place for 266,123 young people to connect and find more support when they needed it. These young people shared their experiences across 7911 posts.** The Community also provided important support for those going through an especially tough time – **2670 young people completed the ‘Daily check-in’ and described what they were experiencing as ‘a lot to handle.’**



'Hi all, I am also new here and got a lot of information. Slick platform, great community.'

Parents Discussion Online Community user,  
July 2022

'Thank you for responding and directing me to the article. I not only read it, but also printed it out and discussed it with my son.'

Parents Discussion Online Community user,  
June 2022

### WE LAUNCHED A NEW SERVICE

This year we launched ReachOut PeerChat – a safe, anonymous space for young people to be heard. This service, co-designed with young people, uses online text chat to connect young people with trained peer workers – people with their own experience of mental health or life challenges who actively listen and let the young person guide the conversation. More than 180 strengths-focused and recovery oriented sessions were delivered in the soft launch phase, with more than **80% of young people indicating they felt better than before the chat.**

### PARENTS AND CARERS MADE CONNECTIONS

We helped **173,279 parents and carers find solutions and support** by connecting them to others in similar situations, with 2823 posts being shared on the ReachOut Parents' Online Peer-Support Community. And we partnered with Raising Children Network to bring more than 13,000 parents and carers to relevant posts for additional support.

### WE TEAMED UP WITH THE BENEVOLENT SOCIETY

In partnership with The Benevolent Society, we worked with more than **700 parents and carers, one-on-one, to develop customised support plans** to help them support their teens through tough times. These parents and carers told us that the program helped them feel more confident about their parenting.

### WE LAUNCHED A NEW SITE

And, to cap it all off, we launched a new site. One that connects young people, parents and carers, and teachers to the support they need as fast as possible. Whether it's to one-to-one peer support, reading an article or doing a quick breathing exercise, the new site guides young people, parents, carers and teachers through easy to complete activities so that they can feel more connected first, then progress through to the most relevant of ReachOut's service offerings, according to their individual needs.

'Everything has been really helpful. I am looking forward to the resources you are going to share, especially the ones I can show to my son. Talking through it all has helped me realise that although I'm concerned about school refusal, communication is where I need to focus right now and hopefully the rest will come in time.'

ReachOut Parents Coaching user,  
September 2022



We helped young people, and their parents and carers, feel better.

'The sessions help me make more sense of what is happening for my teens. The coaching is beneficial and talking through it helps it sink in a bit more. This style of support really resonates with me and having someone write down my thoughts helps me solidify what needs to happen.'

ReachOut Parents Coaching user,  
September 2022



#### MORE CALM AND LESS WORRIED

Young people told us that using ReachOut helped them understand why they were feeling stressed or down. And, after using ReachOut, they felt more calm and less worried.

#### A BETTER UNDERSTANDING

Parents and carers told us that – after using ReachOut Parents – they had a better understanding of what their teenagers were going through, and that they were able to access practical strategies to support them.

'Thank you for your open and sincere advice. I am often caught in the middle of, should I follow my motherly instincts or, worrying if what I set as rules will affect my daughter in the long run. You reassured me that's it's ok as a parent to protect her and, as her mom, I do feel the need to express what it is I don't like about this boy.'

Parents Discussion Online Community user,  
September 2022



'If someone asked me a year ago what service I'd want to see or use to navigate the world of mental health, an anonymous and digital service like Peer Chat is what I would have described. I'm happy to know it exists and that ReachOut is the one that's brought it to fruition.'

PeerChat service user,  
July 2022

We were there  
when they needed  
us most.

#### LIFELINE PARTNERSHIP

We continued our partnership with Lifeline to provide support to those who viewed several pages on topics of suicide, self-harm, depression, coping, isolation, loneliness or anxiety. A dedicated pop-up was presented to 2174 individuals, asking if they needed immediate support.

#### URGENT HELP

On ReachOut.com, our 'Urgent Help' page was viewed more than 24,000 times. And, in addition to our work with Lifeline, **we connected 56,363 visitors to the right support at the right time** through referrals to other services.

#### DUTY-OF-CARE INTERVENTIONS

And we undertook **683 duty-of-care interventions across our services** to ensure our users were safe and connect them with urgent support and other services when they needed it.

'Thank you for listening, it means a lot that I can come here, and you guys will listen so compassionately to whatever my thought process may be. It just helps that it's not only in my head and seeing kind replies sort of models for me how I could be kinder to myself when I have these thoughts.'

Online Community (Youth),  
August 2022

'I was lucky enough to be guided by the Moderators and other members in helping me to learn to cope... I was able to learn not only more about myself but about others, how I could help and support better. It has helped shape me into my role that I now work in. I have been able to follow so many journeys and stories of many members both past and present, be able to help new members, give out Friday fives, and participate in many conversations. Thank you all for letting me be a part of your world.'

Online Community (Youth),  
September 2022



Our personalised options helped people find the support that was right for them.

We made it easy to connect to the information and tools people need to understand their experience and feel better.



#### NEXTSTEP

**75,756 visitors explored personalised support recommendations** through NextStep, which included providing 8859 users with recommendations to other services for specific needs.

#### STUDENT SNAPSHOT

And we helped teachers better understand the wellbeing needs of students transitioning from primary school to high school. More than **11,300 students completed a survey through our Student Snapshot tool** which aims to identify mental health challenges being faced by students, and help teachers build and deepen relationships with those students.

#### 2.6 MILLION PEOPLE REACHED OUT

In total, more than 2.6 million people sought support from ReachOut across our services for young people, parents and carers, and secondary schools.

We provided information to help young people boost their knowledge and confidence, and delivered tools and support so they could engage with effective self-help strategies to improve their mental health status, reduce suicide risk and increase help-seeking behaviour.

- **2,003,991 Australian visitors to ReachOut.com (our site for young people)**
- **466,975 Australian visitors to ReachOut.com/Parents**
- **165,961 Australian visitors to ReachOut.com/Schools**

We empowered the broader community to make a difference.

#### 40,000 MENTAL HEALTH ADVOCATES AND SUPPORTERS

We built a community of more than **40,000 mental health advocates and supporters through Laps for Life and Make A Move**, empowering them to improve their own wellbeing while supporting young people across Australia currently experiencing mental health challenges.